

Continuity of Operations (COOP)

ITB Presentation
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Continuity of Operations (COOP) Overview

COOP - the activities of ensuring the continued performance of essential functions across a broad spectrum of hazards and emergencies:

- Natural
- Manmade
- Technological
- National Security Emergencies

Activities include:

- Plans and procedures
- Tests, training, and exercises



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State's Commitment to COOP

- Department of Administration has responsibility for coordinating COOP activity for the state
- Service Continuity Bureau created in DOA/ITSD in February of 2007
- Current staff of 3 – Dawn Pizzini, Colleen Cleary-Boyer and Tyler Fortier
- Currently located in the Arcade Building



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State's Commitment to COOP Continued....

- Purchased Strohl's Living Disaster Recovery Planning System (LDRPS) software v. 10
- Started process to coordinate COOP planning for State agencies



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Standards and Best Practices

NIMS - On February 28, 2003, President Bush issued Homeland Security Presidential Directive-5. HSPC-5 directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable all government, private sector, and nongovernmental organizations to work together during domestic incidents. November 9, 2004, Montana's Governor signed Executive Order No. 17-04 proclaiming the declaration of NIMS as the basis for all incident management in the State.



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Standards and Best Practices Cont....

- ICS – NIMS employs the Incident Command System (ICS) as an incident management “structure”. It is used by all levels of government – Federal, State, local, and tribal. It is also used by many private-sector and nongovernmental organizations.



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Standards and Best Practices Cont....

- ICS has many features that make it well suited to managing incidents including:
 - Common terminology
 - Organizational resources
 - Manageable span of control
 - Organizational facilities
 - Use of position titles
 - Reliance on an Incident Action Plan
 - Integrated communications
 - Accountability



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Standards and Best Practices Cont....

- HSEEP – Homeland Security Exercise and Evaluation Program (HSEEP) is a capabilities based exercise program. In December 2003, President Bush issued Homeland Security Presidential Directive-8 which calls for a national, domestic all-hazards preparedness goal that establishes mechanisms for improved delivery of Federal preparedness assistance to State and local governments and outlines actions for preparedness capabilities of Federal, State, tribal and local entities. This has led to the creation of the Target Capabilities List (TCL), which is instrumental to HSEEP.



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Standards and Best Practices Cont....

- COOP – President Clinton signed Presidential Decision Directive 67 (PDD-67) requiring all Executive Branch departments and agencies to develop Continuity of Operations Plans. FEMA issued Federal Preparedness Circular 65 which incorporates the topics addressed in previous PDDs and includes more specific and detailed guidance regarding COOP capabilities. The Federal COOP guidelines and processes can be used by State, local and tribal governments.



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Standards and Best Practices Cont....

- DRI – The Service Continuity Bureau is aligning with the industry standard best practices for continuity management as defined by the Disaster Recovery Institute (DRI) International and the Business Continuity Institute (BCI) of the UK. SCB staff will be obtaining Business Continuity Planner certification. This is a standard that private sector business has been following and it is now being widely adhered to by government entities as well.



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LDRPS 10 – Planning Tool

- Production and development instances have been installed and are stable.
- Both instances are located in the ITSD data center on a clustered SQL platform for failover and redundancy with full benefit of data center environment including backups and offsite tape storage for recovery.
- Both “organizational” (to sub-bureau) and “geographic” (to building complex and street address) plan hierarchies have been completed.



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LDRPS 10 – Planning Tool Cont.....

- SABHRS HR information has been linked to LDRPS employee dictionary:
 - Employee information will be kept current
 - Employee “attributes” will be maintained in SABHRS
 - Employee “attributes” will be updated via SABHRS self service web access
 - Location information being used at this time but may move to location information from Risk Management and Tort Defense database



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LDRPS 10 – Planning Tool Cont.....

- “Navigator” functionality being fully developed and deployed:
 - Includes training requirements and web based training locations
 - Provides instructional documentation
 - Visually identifies specific process path to follow
 - Used to verify and measure plan completion with “dashboard”
 - Will track management level approval of plans



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LDRPS 10 – Planning Tool Cont.....

- “Planner Roles” are being developed to provide security which is a key element of version 10 providing granularity of LDRPS data viewable by each planner in system
- Working to use State’s Active Directory (AD) for sign-on authentication
- Scheduling function to ensure annual review, maintenance and approval of plans
- Process prioritization (application ranking) key to setting required recovery times



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Training

- SCB staff has completed the LDRPS Administrator training
- SCB staff has completed and has been certified in HSEEP training including “train-the-trainer”
- SCB staff has completed several Federal courses in NIMS, ICS, COOP, HSEEP and others
- LDRPS Planner training is being scheduled for agency COOP planners



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Training Cont.....

- DRI pre-certification training is being scheduled. This is 9 full days of testing and a 4 hour proctored exam on the 10th day.
- Training requirements for agency planners are being identified and schedules developed. This will be a mixture of instructor led and self-paced on-line training.



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Disaster Recovery Drill

- SCB is the responsible entity for the contract with SunGard to provide alternate facilities for system recovery.
- The 2008 date for the drill has been finalized with SunGard for April 21 through 23.
- The 2008 drill will be part of an HSEEP compliant "exercise".
- The specific objectives for the exercise are being identified and will be finalized by the end of October.



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COOP Planning Facilitation

- SCB staff is currently working with agencies in a pilot process to enter COOP plans into LDRPS.
- September 1, COOP planning will go production.
- A schedule will be established to coordinate initial COOP planning activity with each agency upon completion of the pilot process.
- SCB working closely with GSD for facilities planning.



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COOP Planning Comparisons

- ND has over 1500 plans in LDRPS, over 400 named planners, and over 125 named reviewers/approvers
- ND took 2 years from time software acquired to having their plans in the system
- Large base of governmental entities using LDRPS including North Dakota, Delaware, Utah, Minnesota



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QUESTIONS?



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